

Practice Attitude

QUIZ

Retail Services

Retail Services Industry

QUIZ

Practice Aptitude Quiz

It is critical for young people to build their career management skills so they can make informed choices regarding their study and training options and navigate a pathway towards their occupation and career of choice.

This career development resource combines labour market information with a practical industry specific activity to help develop awareness about the skills needed to pursue a career pathway in the Retail Services Industry.

PART 1: About the Retail Services Industry

1. The Retail Services Industry in a nutshell

Key sectors:

- > Retail
- > Community Pharmacy
- > Wholesale

The Retail Services Industry includes a wide range of small and large businesses which sell a diverse range of products and services, and are located at many different geographical locations.

The Retail Services Industry is one of the largest employers with over \$1.5 million people employed in the Retail sector alone.

2. Key occupation information (Sources: Job Outlook - www.joboutlook.gov.au; and Australian Jobs 2011 - www.deewr.gov.au/Employment/ResearchStatistics/Documents/AustralianJobs.pdf)

Weekly average earnings for major occupations:

- | | |
|-------------------------------------|--|
| > Sales Assistant - \$700 | > Sales Manager - \$950 |
| > Sales Team Leader - \$900 | > Shift Manager - \$950 |
| > Pharmacy Assistant - \$700 | > Wholesale Sales Team Manager - \$950 |
| > Wholesale Telephone Sales - \$800 | |

Jobs and demand information

Retail Sales Assistants work in all types of retail outlets, from small specialty retailers to large department stores. They sell goods and services, such as food, clothing, hardware, household appliances, office supplies and cosmetics in retail businesses.

- > Job prospects - Above average
- > Weekly earnings - \$700
- > Occupation size - 498,200

Potential entry level qualifications:

- > Certificate II in Retail

Retail Supervisors organise and supervise the operations of businesses which provide retail services. This may include the recruitment and management of staff, sales and customer service, and managing sales targets and budgets. They are often also responsible for the visual presentation of the department and its merchandise. They have contact with a wide range of people including customers, staff, suppliers and other department managers.

- > Job prospects - Average
- > Weekly earnings - \$865
- > Occupation size - 220,000

Potential entry level qualifications:

- > Certificate II in Retail

Retail Store Managers plan and coordinate the operations of retail outlets where they may recruit and manage staff, as well as manage sales, visual merchandising and customer service. They usually also manage sales targets and stock. Department Managers in large department stores may perform a similar role.

- > Job prospects - Average
- > Weekly earnings - \$950
- > Occupation size - 221,300

Potential entry level qualifications:

- > Certificate II in Retail

Pharmacy Sales Assistants sell pharmaceutical goods, toiletries and related goods in retail pharmacies.

- > Job prospects - Above average
- > Weekly earnings - \$700
- > Occupation size - 35,100

Potential entry level qualifications:

- > Certificate II in Community Pharmacy

Wholesale Sales Representatives sell goods to retail outlets and other business customers. They visit their clients to demonstrate products, show samples and take orders. They may also assist with arranging product displays in retail stores.

- > Job prospects - Above average
- > Weekly earnings - \$980
- > Occupation size - 107,100

Potential entry level qualifications:

- > Certificate II in Wholesale

About the qualifications

Qualifications provide the core skills, knowledge and experience (competencies) required for effective performance on the job plus the option of choosing a range of elective competencies that meet the needs of the employer and the individual.

Every qualification includes an emphasis on “Employability Skills” or the skills that employers identify as playing a significant part in contributing to an individual’s effective and successful participation in the workplace.

Employability skills are non-technical skills. They are also sometimes referred to as generic skills, capabilities, enabling skills or key competencies.

The Employability Skills are:

- > **Communication skills** that contribute to productive listening and understanding, speaking clearly and directly and harmonious relations across employees and customers;
- > **Teamwork skills** that contribute to productive working relationships and outcomes;
- > **Problem-solving skills** that contribute to productive outcomes;
- > **Initiative and enterprise skills** that contribute to innovative outcomes;
- > **Planning and organising skills** that contribute to long and short-term strategic planning;
- > **Self-management skills** that contribute to employee satisfaction and growth;
- > **Learning skills** that contribute to ongoing improvement and expansion in employee and company operations and outcomes;
- > **Technology skills** that contribute to the effective performance of tasks.

3. Career Pathways Websites

- > Service Skills - Qualifications and Job Roles - www.serviceskills.com.au/sites/default/files/RetailQualsChartWEB.pdf
- > Australian Apprenticeships Pathways - view potential career pathways for this industry - www.aapathways.com.au/search_job_02.cfm?c=34

Other useful careers sites are:

- > Service Skills Careers - www.serviceskills.com.au/careers
- > My Future - www.myfuture.edu.au
- > Job Guide - www.jobguide.thegoodguides.com.au
- > Career Factsheets - www.ncdw.com.au/index.php/Career-Factsheets.html

4. Job Hunting

Job vacancy website:

- > **Australian Jobsearch** - www.jobsearch.gov.au/findajob/advancedsearch.aspx
The Australian Government's job site. Input your postcode, select the Occupation Category "Sales Assistants and Storepersons" scroll down to the "Additional Search Criteria" section and click on "Apprenticeships/Traineeships", then click on the "Find Jobs" button.

Job hunting hints and labour market information:

- > **Australian Apprenticeships Pathways** - www.aapathways.com.au Click on "Search" to find potential Australian Apprenticeships occupation ideas. You can also find job hunting hints in the "Self Help" menu item.
- > **My Future: Labour Market Information** - www.myfuture.edu.au/services/default.asp?FunctionID=5400 Click on the map or use the drop down menu to find general labour market information for your region including top occupations and incomes. Data is based on the most recently available census.

5. Useful Contacts

Here are some links to a range of support services, organisations and government agencies that may help with careers research and job hunting:

Support services:

- > Search for your local Australian Apprenticeships Centre - www.aapathways.com.au/search_aac.cfm?
- > Group Training Organisations employ Australian Apprentices and place them with businesses - www.grouptesting.com.au/
- > Job Services Australia providers work with eligible job seekers to develop an individually tailored Employment Pathway Plan. The plan maps out the training, work experience and additional assistance needed to find job seekers sustainable employment - www.jobsearch.gov.au/provider/ProviderLocation.aspx?ProviderType=SSC&

5. Useful Contacts - continued

Industry Organisations:

- > Service Skills Australia - www.serviceskills.com.au
- > Australian Retailers Association (ARA) - www.retail.org.au
- > National Retailers Association (NRA) - www.nra.net.au
- > Retail Seed website (Westfield) - www.retailseed.com.au
- > Shop, Distributive and Allied (SDA) Employees Association - www.sda.org.au

Government Agencies:

- > Australian Competition and Consumer Commission (ACCC) - www.accc.gov.au/content/index.phtml/itemId/142
- > Australian Consumer Law - www.treasury.gov.au/consumerlaw/content/default.asp

Part 2: About this Resource

QUIZ

Guidance

This Practice Aptitude Quiz is a general example of some of the key learning standards required of people attempting an Australian Apprenticeships entry level qualification in the Retail Services Industry.

This Practice Aptitude Quiz is neither a formal assessment tool nor a direct pre-requisite for any job application.

The Quiz focuses on literacy and numeracy questions that relate to this specific industry.

This Quiz has been developed with the assistance of industry, Registered Training Organisations and the secondary school sector as a careers resource.

The Quiz can be used by different organisations and people such as careers practitioners with young people, and Group Training Organisations and Job Services Australia organisations with job seekers.

The Practice Aptitude Quiz can be:

- > used by careers practitioners with individuals or in a class setting to provide general guidance on the level of study involved in undertaking an entry level qualification in this industry;
- > provided to people to enable them to practice their skills before sitting an actual aptitude test;
- > used by mathematics teachers as a guide to industry math requirements at the entry point of this particular Australian Apprenticeship career path.

This Quiz does not cover aspects such as general knowledge or complex problem solving or reasoning skills. The level of reading, writing and mathematical skills assessed by this Quiz is equivalent to that of a typical young person at Year 11 level.

Please note that rates quoted in this assessment for various items, including pay rates, are not meant to reflect today's values, but are used purely for mathematical purposes.

The Quiz should be able to be completed in approximately 45 to 60 minutes.

Calculators may be used to complete this practice exercise.

Part 3: The Quiz

Section 1 - Literacy, Reading and Comprehension

1. Put the following words in alphabetical order.

	Your answer:
Menswear	
Hardware	
Garden supplies	
Stationery	
Women's clothing	
Children's wear	
Boy's wear	
Travel goods	
Fine foods	
Sporting goods	

2. The following SMS text has five errors in the spelling or punctuation. Identify the errors and write the correction in the table below.

I am not abel to work my morning shift next Thursday as I have an apointment with the docter. i will be able to do the late shift that day if you want me to swap with someone else

Note the mistakes below and correct them

3. Read the following information and then answer the questions that follow.

Ben went shopping to buy a gift for a friend's birthday. A shop with a great window display caught his attention. He entered the store and could see many stock items on display. The salesperson was serving another customer but looked up and greeted him by saying, "Hello. I'll be with you shortly. Would you like to look around in the meantime?"

When browsing in the store, Ben noticed several items that could be ideal for his present. He narrowed his decision down to either a picture frame or a set of six glasses, before the sales attendant came to help him.

Ben was convinced that the set of glasses would be an ideal gift but he decided that it was too expensive. The sales assistant suggested that the picture frame was a longer-lasting gift as it would not break as easily as glassware, so his friend could appreciate it for many years. This helped Ben to decide to buy the picture frame.

Ben thought he would pay using his debit card and the sales assistant organised the sale at the register. However the transaction was declined as there were insufficient funds in Ben's account. Ben was very embarrassed and felt like running out of the store, even though he had enough cash on him to pay for the item. The sales person was very understanding and organised the cash transaction and Ben left the store happy with his purchase and the service he received.

a. What attracted Ben to this store in the first place?

b. How did the sales person greet Ben and was this a suitable greeting?

c. Why did Ben decide that he could not buy the set of glasses?

d. What did the sales person say that convinced Ben to purchase the picture frame?

e. What might the sales person have said to Ben so he did not feel so embarrassed when his transaction was declined by the bank?

4. Read through the following invoice and then answer the questions that follow.

Invoice				
Date: 12.4.11		Delivery Note No: 897-3098		
Manufacturer: United Bulk Supplies 87 Rochdale Road Rochdale QLD 4123		Stock to be delivered to: James Supermarkets 985 Woodend Drive Mascot NSW 2020		
Stock details				
Stock items	Quantity	Items per carton	Cost price per item	Total cost price
250 gm can Baked Beans	2 cartons	20 cans per carton	\$ 1.65	\$ 66.00
125 gm can Evaporated Milk	5 cartons	40 cans per carton	\$ 1.60	\$320.00
Cost of goods				\$386.00
Delivery and handling				\$40.00
Total				\$426.00
Goods and Services Tax (GST) of 10 %				\$42.60
Total of order including GST:				\$468.60

- a. What is the date on this invoice?

- b. What is the name of the manufacturer who is sending this invoice?

- c. How much does the order for baked beans cost?

- d. What is the total cost of this order?

5. Read the following safety poster and answer the questions below.

Safe lifting procedure

It is important that staff lift and move stock safely.
Always follow the procedure below:

- Before you lift anything, assess the load so you know if it is very heavy
- Get close to the load so you do not have to reach out to pick it up
- Have your feet well balanced so you do not overbalance
- Lower your body without bending your back
- Get a firm grip with both hands so the load does not slip
- Lift using your leg muscles so you do not strain your back

If you are not sure about how to lift any load, speak to your supervisor immediately for assistance.

a. Why do you need to get close to the load before picking it up?

b. Is the woman in the picture lifting safely according to the procedure? Why or why not?



c. What should staff do if they are not sure about how to lift a load?


6. Match the department name with the stock (from the list below) that it is most likely to sell. (There are extra items in the list of stock, so two words will be left over)

- | | | |
|---------------|---------------|----------|
| Pyjamas | Nappies | Lipstick |
| Dinner plates | Fishing line | Towels |
| Writing pad | Business suit | Toaster |

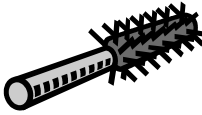
Department name	Merchandise it is most likely to sell
Sporting goods	
Baby wear	
Stationery	
Manchester	
Lingerie	
Electrical	
Home wares	

7. A customer telephones a store and asks to buy one of the hairdryers shown in the advertisement below.


Airflow hairdryers \$49.99



With...



OR



Available in:

- Black or White
- Fixed handle or fold-up handle for travelling

Free brush with every hairdryer purchase:

- Choose from either a round or a flat brush


a. What three details about the product would the sales person need to find out from the customer, so the correct hairdryer and free product can be organised?

1. _____
2. _____
3. _____

b. The customer was sent the wrong hairdryer and rang the store to complain. What could the sales assistant say to the customer to apologise and try and fix the problem?

c. The complaining customer became very abusive and rude. What could the sales assistant do, if he did not feel able to deal with the situation?

8. The box for the illustrated shirt carries the following information.

	<p>Product details:</p> <ul style="list-style-type: none">• Made from polyester fabric• Long sleeve with buttoned cuffs• Complimentary striped tie <p>Care instructions:</p> <ul style="list-style-type: none">• Do not wash in hot water, use cold or warm water• Do not tumble dry, hang in the shade• Iron with a cool iron <p>Safety instructions:</p> <ul style="list-style-type: none">• Do not leave plastic packet within reach of children or a suffocation hazard may occur
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a. What care instructions should the sales person tell customers about how to wash the shirt?

b. What safety instruction should the sales person tell the customer?

9. Match the words below with the matching sign or abbreviation in the table.

(There are two more words than you need to use, so two words will be left over)

Height	Discount	Temperature
Weight	Distance	Money
Speed		

	Your answer
Sign or abbreviation	Matching word
kg	
Km/hr	
°C	
%	
\$	

10. A staff member is asked to count some stock in the Electrical Department and write down the stock Code Number, the retail price and the number of stock items counted. The staff member counts the following stock. Write these details and the department name onto the stock take form printed below.

Code Number L407B	16 units	@ \$24.00 each
Code number P4040S	268 units	@ \$16.50 each
Code Number 9483XP	8 units	@ \$122.99 each
Code Number 63829YN	1354 units	@ \$4.25 each

Stock Take Form		
Department name:		
Code Number	Retail Price	No. of stock items

Section Two - Retail calculations

Complete the following calculations with or without a calculator.

1. Complete the following additions.

Your answer:

- | | | | | | |
|----|-----------|---|----------|---|-------|
| a. | \$16.00 | + | \$27.00 | = | _____ |
| b. | \$4.50 | + | \$0.48 | = | _____ |
| c. | \$5.70 | + | \$3.60 | = | _____ |
| d. | \$250.00 | + | \$63.20 | = | _____ |
| e. | \$1250.00 | + | \$374.50 | = | _____ |

2. Complete the following subtractions.

Your answer:

- | | | | | | |
|----|-----------|---|----------|---|-------|
| a. | \$160.00 | - | \$25.00 | = | _____ |
| b. | \$48.50 | - | \$7.99 | = | _____ |
| c. | \$18.45 | - | \$00.60 | = | _____ |
| d. | \$188.50 | - | \$24.00 | = | _____ |
| e. | \$1365.00 | - | \$225.00 | = | _____ |

3. A sales person has to put new stock onto five empty shelves. Each shelf can hold twelve boxes of stock. How many boxes of stock will fit onto five shelves?

4. A retail employee has to stock the four register counters with shopping bags so the cashiers do not run out of bags later in the day. The box of shopping bags contains 480 bags, and they should all be used up. How many bags should be left at each register counter so they all have the same number of shopping bags?

5. A storage container can hold a maximum of 50 kilograms in weight. Vicki wants to fill the container with potatoes which come in 6 kilogram bags. How many full bags will Vicki need to fill the container as close as possible to its maximum weight?

6. A customer buys a shirt which is missing a button, so the manager says that the customer can be given a 20% discount. What price should the customer be charged, if the original retail price is \$ 25.00?

7. Discount stock is on sale for 10% off the usual price. Jai is asked to change the price tickets so customers can see the new reduced prices. What price should he write on the following price tickets so they are 10% off the usual price?

<p>Scones:</p> <p>\$ 4.00 per tray</p> <p>Reduced price:</p> <p>\$ _____</p>

<p>Men's socks:</p> <p>\$18.00 per six pack</p> <p>Reduced price:</p> <p>\$ _____</p>
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<p>Garden furniture:</p> <p>\$260.00 per setting</p> <p>Reduced price:</p> <p>\$ _____</p>

8. a. Sofia buys some groceries that add up to \$36.40. She gives the cashier a \$50.00 note. How much change should Sofia receive?

- b. Using the change from (a) what notes and coins could the cashier give back to the customer so it adds up to the correct change, and does not give the customer too many coins? Write your answer next to the options below.

Notes and coins that are available	Amount to give to the customer
\$20.00 note	
\$10.00 note	
\$ 5.00 note	
\$ 2.00 coin	
\$1.00 coin	
20 cent coin	
10 cent coin	
5 cent coin	

QUIZ

9. Joel completed his four hour shift on Thursday. His rate of pay is \$12.60 per hour and he is also paid an extra allowance of \$ 8.50 for working in the freezer store room.

What is his total pay for his shift? _____

10. Potting Mix is sold in two different sized bags. What is the price per kilo for each bag? Round your answers to the nearest cent.

a. One bag contains three kilos for \$ 11.99 Price per kilo: _____

b. One bag contains five kilos for \$ 18.99 Price per kilo: _____

Section 1 - Literacy, Reading and Comprehension

1.

Boy's wear
Children's wear
Fine foods
Garden supplies
Hardware
Menswear
Sporting goods
Stationery
Travel goods
Women's clothing

2.

- able - should be able.
 appointment - should be appointment.
 doctor - should be doctor.
 i - should be a capital letter I.
 ...someone else - should have a full stop at the end of this sentence.

3.

- a. A shop with a great window display.
 b. Yes. The greeting was friendly and offered to assist Ben.
 c. He decided that the set of glasses was too expensive.
 d. The sales assistant suggested that the picture frame was a longer-lasting gift as it would not break as easily as glassware, so his friend could appreciate it for many years.
 e. The sales assistant should have responded politely and offered a solution such as: said that he shouldn't worry about the transaction failing and asked if he would like to pay cash instead.

4.

- a. 12.4.11 b. United Bulk Supplies c. \$66.00 d. \$468.60

5.

- a. So you do not have to reach out to pick it up
 b. No, she is not close to the load and she is not lifting using her leg muscles, so her back is bent.
 c. Speak to their supervisor immediately for assistance

6.

Department name	Merchandise it is most likely to sell
Sporting goods	Fishing line
Baby wear	Nappies
Stationery	Writing pad
Manchester	Towels
Lingerie	Pyjamas
Electrical	Toaster
Home wares	Dinner plates

7. a. 1. black or white
 2. If the customer wants the fixed handle or the fold-up travelling handle
 3. Which free brush the customer prefers - the flat-back or the round brush
- b. He should have apologised for the mistake and offered a solution such as: "I am sorry for that mistake, I will send you the correct item today."
- c. He should have a strategy to deal with the customer when he recognised that he could not manage the situation. This could be to refer the customer to his manager by saying: "I am sorry that you are so upset, I'll get my manager right now."
8. a. Do not wash with hot water; use cold or warm water
 b. Not to leave the plastic bag within the reach of a child or a suffocation hazard may occur

9.

Sign or abbreviation	Matching word
kg	Weight
Km/hr	Speed
C	Temperature
%	Discount
\$	Money

10.

Code Number	Retail Price	No. of stock items
L407B	\$ 24.00	16
P4040S	\$ 16.50	268
9483XP	\$ 122.99	8
63829YN	\$ 4.25	1354

Section Two - Retail calculations

1. a. \$43.00 b. \$4.98 c. \$9.30 d. \$313.20 e. \$1624.50
2. a. \$135.00 b. \$40.51 c. \$17.85 d. \$164.50 e. \$1140.00
3. 60 boxes
4. 120 bags
5. 8 full bags will fill the container as close as possible to its maximum weight.
6. \$20.00
7. **Scones = \$3.60 Men's socks = \$16.20 Garden furniture = \$234**

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8. a. \$13.60
b.

Notes and coins that are available	Amount to give to the customer
\$20.00 note	
\$10.00 note	\$10.00
\$ 5.00 note	
\$ 2.00 coin	\$2.00
\$1.00 coin	\$1.00
20 cent coin	.60
10 cent coin	
5 cent coin	

9. \$58.90

10. a. \$4.00 b. \$3.80

Contributions

This Retail Practice Aptitude Quiz was developed by:



Australian Apprenticeships Pathways Website - www.aapathways.com.au

This website provides sample Australian Apprenticeships job descriptions and links to more Australian Apprenticeships information and resources. The site is funded by the Department of Education, Employment and Workplace Relations.



Service Skills Australia - www.serviceskills.com.au/

Service Skills Australia (SSA) is one of 11 Industry Skills Councils funded by the Australian Government to support skills development. Service Skills represents a range of industry sectors, including retail and wholesale, sport, fitness, community recreation, outdoor recreation, travel, tours, meetings and events, accommodation, restaurants and catering, caravans, hairdressing, beauty, floristry, community pharmacy and funeral services. Service Skills Australia is a comprehensive source of expert, independent advice for industry, training organisations and employees, students and jobseekers about skills development in the service industries.



first impressions resources
the Australian retail college

First Impressions Resources - www.fir.edu.au

First Impressions Resources [*fir*], The Australian Retail College is a registered training organisation (RTO) specialising in the flexible delivery of retail qualifications and staff development solutions across Australia. With a team of retail experienced trainers located around Australia, *fir* is working with some of the Country's leading retailers to develop the skills and capabilities of their staff.



The Career Education Association of Victoria - www.ceav.vic.edu.au

The CEAV is the Victorian peak body for secondary school career practitioners, work experience coordinators, VET coordinators and MIPS coordinators. The CEAV provides professional development opportunities for members and also works with business, industry, and the education and training sector.



Industry Training Australia P/L - www.itaust.com.au

Industry Training Australia (ITA) delivers consultancy services to government and non-government organisations in the education and training sector. ITA develops and delivers information and communication services, including the Australian Apprenticeships Pathways website, for service provider networks and the general public.

For enquiries about this Retail Practice Aptitude Quiz contact the Australian Apprenticeships and Traineeships Information Service on 1800 338 022.